

# Review of financial services and market supervision

Q3 2024

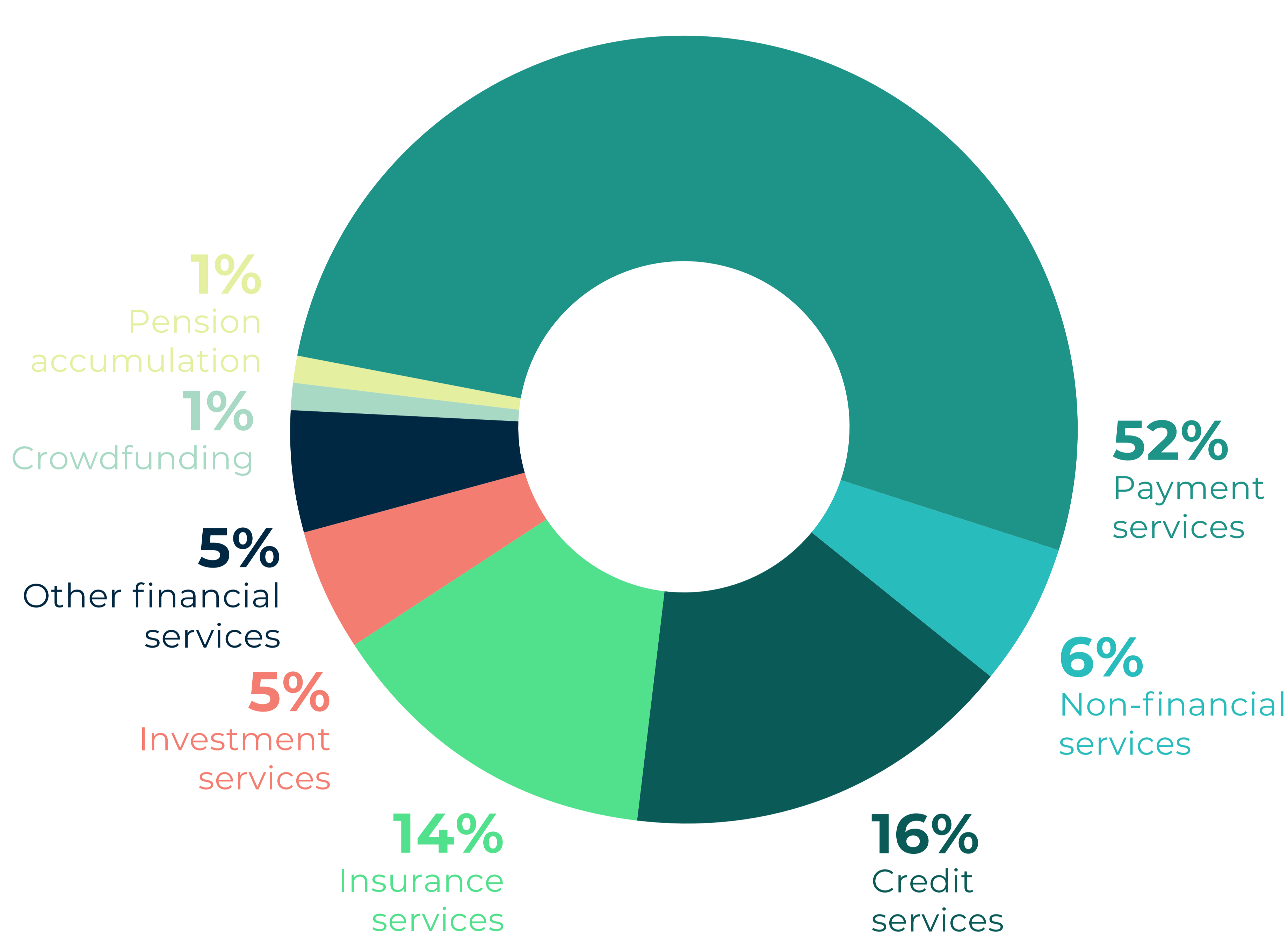
## Actions taken in supervising financial market participants



\*Completed in Q3 2024.

## 303 complaints and requests received

### Complaints by type of services



## How to file a complaint with Lietuvos bankas

### Information for consumers

Lietuvos bankas took note of 3rd pillar pension fund ads

Lietuvos bankas assessed how financial market participants took into account the comments and recommendations on matching the expectations of payment service users

Lietuvos bankas encourages financial market participants to inform clients of the possibilities of revoking payment transactions in a clear way

### Information for financial market participants

Lietuvos bankas' position on the practice of subrogation of insurance companies

Subsection "Own funds" in the FAQ section "Payment and electronic money institutions" updated

Lietuvos bankas' recommendations for individual financial market sectors on compliance with AML/CTF requirements of 2024 published

Ongoing training on AML/CTF. More information on upcoming or past events is available online:

### Financial market sector and other overviews

Overview of 2nd and 3rd pillar pension funds (H1 2024)

Review of CIUs (H1 2024)

Consumer Credit Market Review (H1 2024)

Overview of complaints about financial services (H1 2024)

Review of Anti-Money Laundering and Counter Terrorist Financing Compliance (2023)

### 16 market newcomers



#### Our target

Fair, proper and professional provision of services in line with consumer interests and legal acts.



#### Our actions

We focus on the highest risks and plan supervisory measures accordingly. One of the sources for planning **inspections** is consumer complaints.



#### For more,

see the information provided by Lietuvos bankas on **financial literacy**.